MaxMobile Communicator™ User Guide

for the iPhone

MAX Communication Server
Release 6.7

September, 2011

WARNING!

Toll fraud is committed when individuals unlawfully gain access to customer telecommunication systems. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. AltiGen Communications, Inc., will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although AltiGen Communications, Inc., has designed security features into its products, it is your sole responsibility to use the security features and to establish security practices within your company, including training, security awareness, and call auditing.

NOTICE

While every effort has been made to ensure accuracy, AltiGen Communications, Inc., will not be liable for technical or editorial errors or omissions contained within the documentation. The information contained in this documentation is subject to change without notice.

This documentation may be used only in accordance with the terms of the AltiGen Communications, Inc., License Agreement.

AltiGen Communications, Inc.
410 East Plumeria Dr.
San Jose, CA 95134
Telephone: 888-AltiGen (258-4436)
Fax: 408-597-9020
E-mail: info@altigen.com
Web site: www.altigen.com

TRADEMARKS

MAX Communication Server, MaxAdministrator, MaxCommunicator, MaxAgent, MaxSupervisor, MaxInSight, MaxOutlook, MaxMobile, MaxCall, Enterprise Manager, AltiServ, AltiLink, AltiConsole, VRPlayer, Zoomerang, IPTalk, Alti-Mobile Extension, InTouch Dialer, AltiReport, and SuperQ are trademarks or registered trademarks of AltiGen Communications, Inc.

All other brand names mentioned are trademarks or registered trademarks of their respective manufacturers.

Copyright © AltiGen Communications, Inc. 2011. All rights reserved.

Contents

CHAPTER 1

Overview and Installation 1
MaxMobile and the MAXCS System 1
Requirements 2
Installing MaxMobile 2
Configuring Login Settings 3
Logging In 4
What Happens During Login 5
When Connection Is Lost 5
Logging Out 5

CHAPTER 2

Using MaxMobile Communicator 7
Before You Start 7
When You're Finished Making Calls 9
Voice Mail Destination 9
Voice Mail Notification 9
Turning on the Speaker 10
Calling Restriction 10
If You Can't Log In Again 10
Making a Call Using a Stored Number 10
Making a Call Using the Dial Pad 11
Call View 11
Using the Directory 12
Searching the Directory 13
Calling from the Directory 13
Answering a Call 14
Transferring a Call 15
Conferencing a Call 16
Recording and Listening to Playback 17
Handling Voice Mail 17

Favorites View 18
Using the Call Log 19
Changing Your Extension Settings 20
Errors and Troubleshooting 24

Index 27

Overview and Installation

AltiGen's MaxMobile Communicator (MaxMobile) application, installed on an iPhone, makes the phone a fully capable office phone extension and serves as a "desktop" call control client, allowing you to access, configure, and perform most of your company's PBX functions directly from the graphical user interface in MaxMobile. This includes call handling, call forwarding, extension monitoring, conferencing, conversation recording, directory and contact lookup and dial, and contact editing. In addition MaxMobile lets you save Favorites.

When you log in, MaxMobile connects your iPhone to your company's MAXCS as a native extension of the system.

If you have a desktop phone in the office, then when your MaxMobile is logged out, the calls made to the extension are routed to your desktop phone. As soon as your MaxMobile is logged in, the calls are routed to your iPhone.

MaxMobile and the MAXCS System

The following diagram shows the path of calls into and out of a MAXCS system.

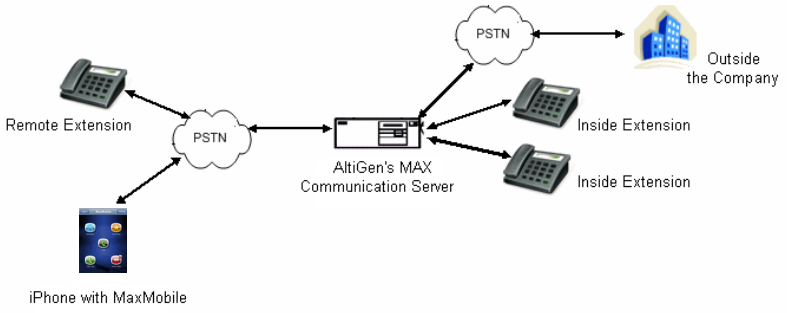


Figure 1. The paths of MaxMobile Communicator calls

Like a remote extension, the iPhone running MaxMobile serves as an office extension, making and receiving calls through the PSTN (public switched telephone network) to and from your company's MAXCS system. You can call company extensions (both inside and remote extensions) just by dialing the extension number. Your calls to destinations outside the company can go through the MAXCS system, as illustrated in Figure 1, if you so choose.

Requirements

- Apple iPhone, with OS version 3.0 or higher.
  You should be familiar with the buttons on the phone and general phone navigation. You can find the iPhone user guide at http://support.apple.com/manuals/#iphone.
- MAX Communication Server (MAXCS) ACC 6.7 or MAX Communication Server ACM 6.7.
- MAXCS must be configured by your system administrator to enable mobile extension features.
- Your system administrator must have assigned a MaxMobile license to your extension.

Installing MaxMobile

Wi-Fi (if available) is recommended when you work in your office. The following steps are used to set up the iPhone.

Enable Wi-Fi setting on the iPhone

1. Press the **Home** key, and tap the **Settings** button .
2. Tap **Wi-Fi**.
3. Set **Wi-Fi** to ON and choose a network.

Note: MaxMobile Communicator supports 3G and 2G networks and Wi-Fi. 3G or Wi-Fi is required for access to the MaxMobile call control buttons.

Enable your Caller ID

1. Press the **Home** key and tap **Settings** .
2. Tap **Phone**.

3. Set **Show My Caller ID** to ON, so that your company phone system recognizes your iPhone.

Download and Install MaxMobile

1. Press the **Home** key, and tap the **App Store** button .
2. Select **Search**, press the search field to bring up the keyboard, and search for MaxMobile.
3. Select **AltiGen MaxMobile**, tap the FREE button and then tap the INSTALL button.

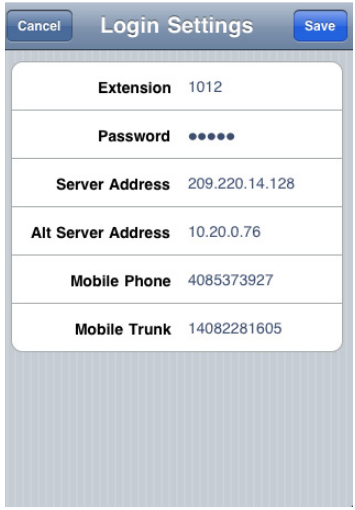
After MaxMobile is installed, the application opens to the Login screen:

Figure 2. After installing, the Login screen opens

Configuring Login Settings

Before you can log in, you need to configure your login settings.

1. Click the **Settings** button in the Login screen.



2. Enter the settings:
   - Extension and password
   - Server Address: public MAXCS IP address or DNS (see your system administrator for this)
   - Alternative Server Address: private MAXCS IP address or DNS (if applicable)
   - Mobile Phone: iPhone's number (for example, 4085373927)
   - Mobile Trunk: The dialed digits to reach Mobile Trunks including the dialing prefix (for example, 14082281605).

3. Tap **Save** to save the settings.

Logging In

To log into your company's MAXCS system,

1. If you are not on the MaxMobile login screen, return to the iPhone's **Home** screen and select the MaxMobile application

. The Login screen appears.
2. Tap the **Login** button.

After successful login, the red **Disconnected** indicator changes to **Connected**

After you log in, the MaxMobile application displays 5 buttons: **Directory**, **Favorites**, **Call**, **Call Log** and **Voice Mail**:

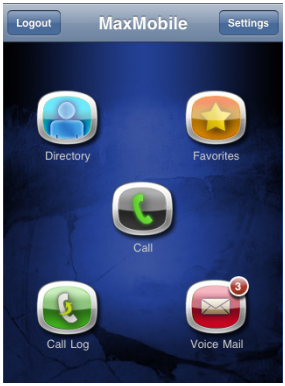


Figure 3. MaxMobile Communicator home screen

You are ready to use MaxMobile.

What Happens During Login

At login, MaxMobile registers its extension as a mobile extension with your company's MAXCS system and downloads data from MAXCS. If you are unable to log in, make sure your iPhone has enough data bars.

When Connection Is Lost

If the MaxMobile phone loses connection with MAXCS, the title bar text in MaxMobile turns red.

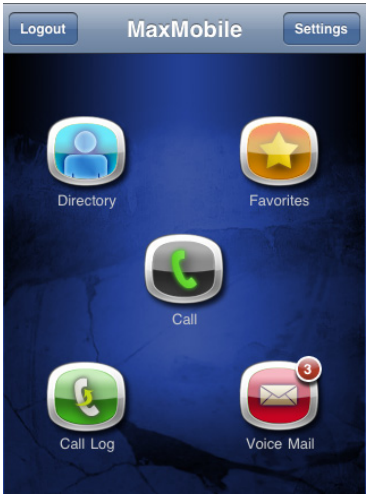
As long as you are in the MaxMobile application, it will try to reconnect to MAXCS.

Logging Out

To log out from MAXCS, tap the **Logout** button at the top of the screen. Your iPhone is disassociated from the PBX extension. If an IP phone was previously registered with this extension, the IP phone will now associate with this extension.

Using MaxMobile Communicator

Once logged in to MaxMobile Communicator (MaxMobile), you see the following screen:



Tap **Directory** for a list of company extensions, plus contacts you've entered in your mobile phone.

Tap **Favorites** for a list of personally chosen "favorite" extensions and contacts.

Tap **Call** to access PBX call handling features and make a call.

Tap **Call Log** to view the incoming and outgoing calls made via the server.

Tap **Voicemail** to manage messages in the AltiGen Voicemail system.

Figure 4. MaxMobile Communicator home screen

Before You Start

The iPhone does not allow another application (such as MaxMobile) to act as the "main switchboard." The iPhone reserves this function for itself. This means that an iPhone screen (see Figure 5) will pop up at times when you expect to be in, or remain in, the MaxMobile application.

To get back to MaxMobile at these times,

1. Press the iPhone **Home** key.
2. Then tap the **MaxMobile** icon.

(408) 228-1604
Decline
Answer
After you answer a call in the iPhone screen shown on the left, the iPhone call controls pop up (figure on right).
If you want the call put on speaker, tap the speaker button here before going to MaxMobile.
1 (408) 228-1605
03:39
mute
keypad
speaker
add call
hold
contacts
End Call

Figure 5. iPhone Answer/Decline screen and call options screen

When you open MaxMobile again from the iPhone **Home** screen, you are returned to the screen you were last in during this log-on session, unless you have a call, in which case MaxMobile opens to the Call screen. The process of reopening MaxMobile automatically logs you in again to MaxMobile. While this automatic log in is going on, the MaxMobile title bar is red. When log in is complete, the title bar is green, and MaxMobile is ready for use.

An iPhone screen pops up when:

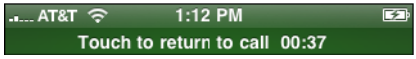
- A call comes in and you are not actively connected to your company's phone system (even though you may be in a MaxMobile screen). In this case, answer the call in the iPhone's Answer/Decline screen by tapping the **Answer** button. Then press the iPhone's **Home** button and tap the **MaxMobile** icon to access MaxMobile's call handling functions.
- You are calling out and your phone state is *Ready* rather than *Offhook*. (Offhook means you have an active connection to your company's phone system. Ready means you do not.)

Also, if you're logged in to MaxMobile, and your iPhone is in the sleep state and a call comes in, an iPhone screen pops up with a slider control and the instructions "slide to answer". After you have answered, press the iPhone **Home** key and then tap the MaxMobile icon.

Note: Even when an iPhone screen pops up, your extension is still logged in to your company's server until you choose to log out.

When You're Finished Making Calls

When you're finished making calls, tap **Touch to return to call** at the top of the MaxMobile Call screen.



This takes you to the iPhone call options screen. Tap **End Call**. The "call" you are ending is your current connection to your company's phone server, although you are still logged in to your extension from the iPhone. Even if you don't tap **End Call**, your connection to your company's phone server will be terminated in a few minutes (this timeout is set by your system administrator).

Voice Mail Destination

If you tap **Decline** in the iPhone Answer/Decline screen, any voice mail left goes into the iPhone's voice mail.

If you don't tap **Decline** and don't answer the call, voice mail will go into the MaxMobile voice mail.

Voice Mail Notification

When a voice mail is left in the MaxMobile voice mail box, and you are not in the MaxMobile application, a MaxMobile voice mail notification appears onscreen:

Turning on the Speaker

To put a call on speaker, tap the **speaker** button in the iPhone's call options screen (see Figure 5). You can do this right after you have answered a call in the iPhone's Answer/Decline screen, and before you open MaxMobile.

If you are on a call in MaxMobile and want to turn the speaker on or off, touch the green bar at the top that says **Touch to return to call** (see figure above). This takes you to the iPhone call options screen where you can tap the speaker button. Then, to get back to MaxMobile, press the iPhone **Home** key and then tap the MaxMobile icon.

Calling Restriction

If you're on an iPhone call (as opposed to a MaxMobile call) you can't make a call through MaxMobile. You can still receive a call directed to your MaxMobile extension. The iPhone gives you the option to take the MaxMobile call and put the iPhone call on hold.

If You Can't Log In Again

If you were previously logged in and now you can't log in because, for example, the IP address for your company phone server has changed,

1. Press the iPhone **Home** button.
2. Tap **Settings** and then **MaxMobile**.
3. Bring your MaxMobile settings up-to-date.

Making a Call Using a Stored Number

Calls can be initiated from a number of screens: Tap **Favorites**, **Directory**, **Call Log**, or **Voicemail**, then tap the entry you want to call. If the call is not to another extension user on your company's MAXCS system, you may choose between **Call Via Server** and **Call Direct** options.

Use the **Call Via Server** option when you want to make a call to an extension or to an outside number through the AltiGen MAXCS system.

Use the **Call Direct** option to make a call directly to an outside number without going through the MAXCS system.

Making a Call Using the Dial Pad

To make a call using the dial pad, tap the **Call** button, then follow the instructions beside the figures below.

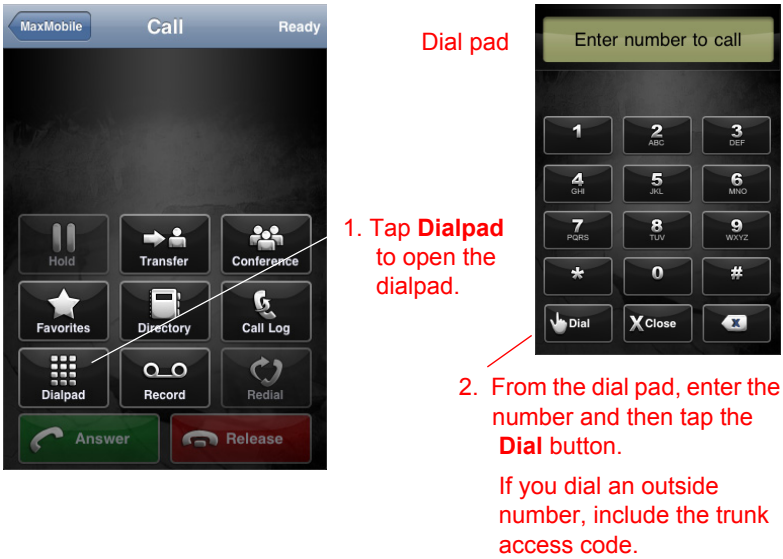


Figure 6. Using the dial pad

Call View

Call view displays the following:

- The call state (in the title bar). (When you are offline, text in the title bar is red.)
- The extension number and the other party's name for an internal call
- The contact name for an external call.

Figure 7. The display when a call to an extension is connected

When multiple calls are being handled they are all displayed.

Tap a button to perform any available call handling function**:** **Hold**, **Transfer**, and so on.

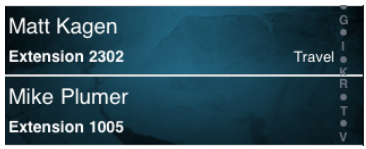
Tap the **Release** button to terminate the current call while maintaining call connection to your company's MAXCS and leaving the extension in offhook state. The next call can be made immediately, without having to re-establish a call connection to your company's MAXCS.

Figure 8. Call view showing two calls and call handling buttons

Using the Directory

The directory shows a list of either the extensions on your company's MAXCS system or the contact list on your mobile phone's system or both, as you choose.

Each entry has two rows: the first row displays the user name, and the second row displays the phone number and activity status. Only extensions display activity status and only if the person is unavailable. Activity status is updated in real time.



Matt is traveling

Mike is available.

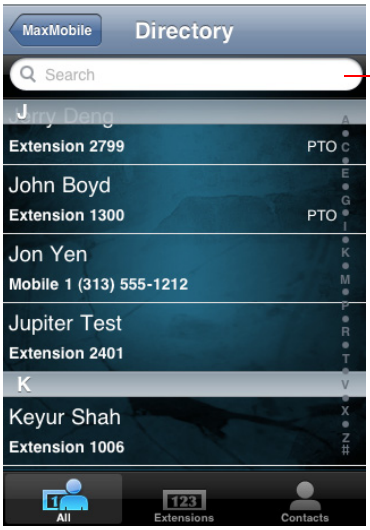


Figure 9. Using the directory

Searching the Directory

Tap the Search box to search by name. A keypad appears.

- Enter alphabetic characters in the Search box, and only entries whose first or last name begins with the input characters are shown.
- To access digits and other characters to enter in the search box, tap the .?123 button. To return to alphabetic characters, tap the ABC button.
- To dismiss the keypad, tap the screen outside of the keypad.

Note: You can search for an extension using digits but not for an outside number. For an outside number you must search on name.

Calling from the Directory

Tap an extension entry in the directory, and an extension view is displayed, showing the extension user's activity state, extension number, and department, if configured. You can call the extension by pressing **Call via Server**, or you can add the extension to your favorites by pressing **Add to Favorites**.

Tap a contact entry in the directory, and a contact view is displayed, showing the numbers you've entered for that contact. Select a number and then either call the selected number via your company's MAXCS server or call it directly. You can also add the contact to your favorites.

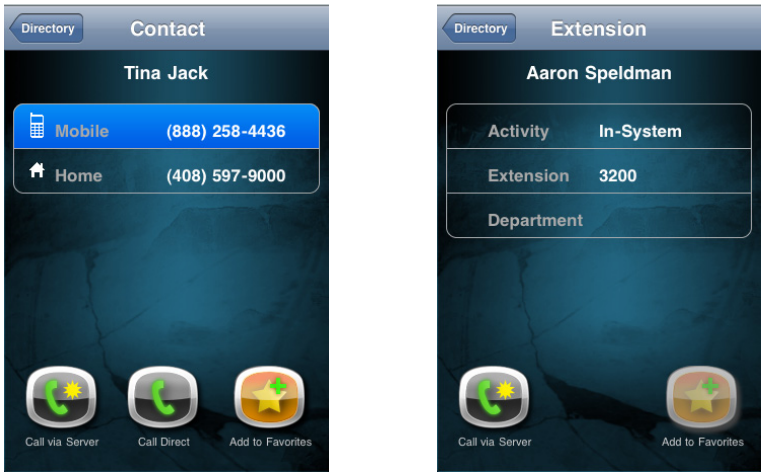


Figure 10. Contact view and Extension view

The **Add to Favorites** button is available when the entry is not already in your favorites.

Answering a Call

You will answer a call in one of three ways:

- When a call comes in, and you don't have an active connection to your company's phone server, the iPhone's Answer/Decline screen pops up. Tap the iPhone's **Answer** button to answer the call. Then switch the display to the MaxMobile call screen (press the iPhone's **Home** button and then tap the MaxMobile icon), if you want access to MaxMobile features.
- If you *do* have an active connection to your company's phone server when a call comes in, MaxMobile displays the Call screen. Answer the call by tapping the **Answer** button in the MaxMobile Call screen.

- If an incoming call wakes the phone from sleep state, an iPhone slider control instructs you to answer the phone by sliding an arrow to the right. Then switch the display to the MaxMobile call screen (press the iPhone's **Home** button and then tap the MaxMobile icon).

Call is ringing. Tap whatever **Answer** button is available to you. The iPhone **Answer** button is shown in the first figure; the MaxMobile **Answer** button is shown in the center figure.

If a call awakens your phone from a sleep state, you'll see this screen. Slide the bar to answer the call. Then switch to MaxMobile.

Figure 11. Answering a call

- Call duration is displayed.
- Put a call on hold by selecting it and tapping the **Hold** button. The green "Connected" bar turns to red.
- Take a call off hold by selecting it and tapping the **UnHold** button. The red "Hold" bar turns back to green.
- To end a call, tap the **Release** button in MaxMobile.

Transferring a Call

To transfer a call you're connected to,

1. Tap the **Transfer** button.
2. Dial the target number from the keypad or select from other screens.

3. When the second party answers, tap **Transfer** again and the two parties are connected. Before tapping **Transfer** again, you can announce the transfer to the active call if you want to.

To cancel the transfer, tap **Cancel**.

Matt is in the "Call Pending" state (orange bar), awaiting transfer to Kimberly, who has just answered. When the **Transfer** button is tapped again, Matt and Kimberly will be connected.

Figure 12. Transferring a call

Conferencing a Call

To set up a phone conference,

1. Call the first party.
2. When you're connected with the first party, tap the **Conference** button.
3. Call the second party.
4. When the second party answers, tap the **Conference** button again. You and the two parties you called are connected in conference.
5. To add another person to the conference, repeat the process.

To cancel adding someone to a conference, tap **Cancel**.

After calling Matt (first figure), Barbara tapped the **Conference** button and then dialed Kimberly.

In the center figure, Kimberly has just picked up (green bar).

Barbara taps the **Conference** button again, and all three parties are in conference. A green bar with a "C" beside it indicates a call in conference.).

Figure 13. A three-party conference

Note: You can't add an incoming call to an existing conference call.

Recording and Listening to Playback

To record a call, tap the **Record** button while connected to a call. Recordings are saved to your extension's voice mail or, if the call is going through MAXCS, to a centralized directory on the server, if preconfigured. Listen to your locally saved recordings through the voice mail screen.

Handling Voice Mail

The Voice Mail view shows voice mail left in the AltiGen Voice Mail System. MaxMobile Communicator downloads the voice mail list from your company's MAXCS system. A voice mail entry is shown in this view after its voice file is downloaded. If new voice mail is generated in the AltiGen Voice Mail System after MaxMobile Communicator connects, that voice mail will download to your phone.

Figure 14. Voicemail view and Voicemail Forward selection

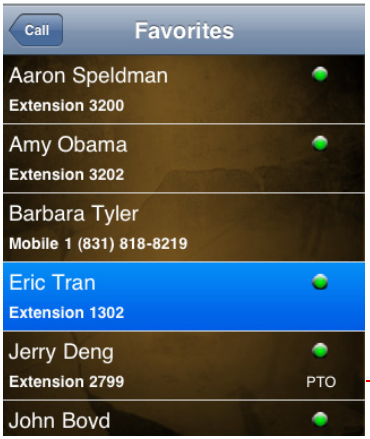
- New voice mail is in bold white font.
- Heard voice mail (non-urgent) is in normal white font.
- New urgent voice mail is in bold red font.
- To listen to voice mail, select it and tap the **Play** arrow. Tap **Speaker** to turn the voice mail speaker on or off. The **Speaker** button in the voice mail screen is for voice mail play only.
- To delete a voice mail, select it and tap **Delete**. The voice mail is deleted both locally and in the AltiGen Voice Mail System.
- To return a call to the caller who left a voice mail, select the voice mail and tap **ReturnCall**.
- Tap **Forward** to forward a selected voice mail. A list of physical and virtual extensions is displayed (it excludes workgroups and application extensions). Tap the destination extension(s) (you can select more than one extension). To deselect, tap again. Then tap **OK** to forward the voice mail.

Favorites View

You can add both extensions and contacts to your favorites list.

- Extension activity status and line state are updated for favorite extensions.

- Green light means an extension is in Idle state.
- Red light means an extension is busy.



If you tap a contact, you have the option to call the contact via the server or call directly.

If you tap an extension, you can call via the server.

To delete a favorite, select the entry, and then tap **Delete**.

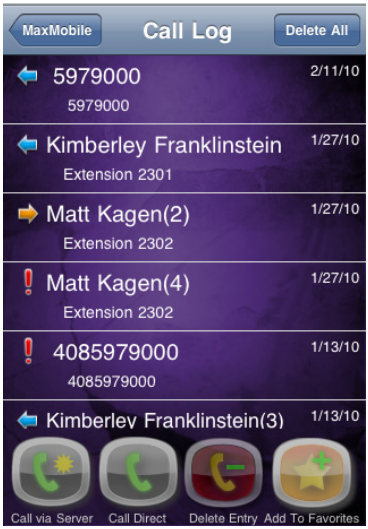
Notice Jerry's activity status: PTO (personal time off).

Figure 15. Favorites view

Using the Call Log

The call log is recorded on your company's MAXCS system.

- An incoming call is shown with a right arrow.
- An out going call is shown with a left arrow.
- A missed call is shown with an exclamation point.
- If multiple calls are to or from the same person, the number of calls is shown in parentheses. For example, in the figure below, you can see that Matt Kagen has called five times, because there is a "(5)" after his name.



To make a call to someone in the call log, select the entry. If it's an extension, tap **Call via Server**. If it's a contact, you may tap **Call via Server** or **Call Direct**.

Up to 100 call records are saved.

To delete an entry, select it and tap the **Delete Entry** button.

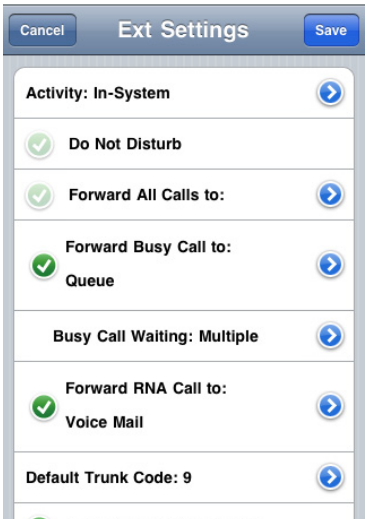
To clear the call log, tap the **Delete All** button at the top.

Figure 16. The Call Log

Changing Your Extension Settings

You can change the call handling configuration of your mobile extension.

From the MaxMobile home screen, tap the **Settings** button, and tap **Extension Settings**.



Here you can set your activity status and the way you want calls handled.

Tap the **Save** button to save extension settings. Or tap **Cancel** to cancel your changes.

Figure 17. The Settings screen

Option	Description
Activity	Specify your activity status. Other extension users can see your status when their call is to you is forwarded to voice mail. When your phone is busy callers hear the specific greeting you have recorded for that status, if any. **Default**–The system greeting is used. **Personal**–Your personal greeting is used. **Meeting**–You're in a meeting. **Away**–You're away from your phone for some other reason. **Travel**–You're traveling on business. **PTO**–You're taking personal time off. Additional options may be available if your system administrator has configured them.

Option	Description
Do Not Disturb	Sends all calls to the destination specified in the **Forward Busy Calls to** option, without ringing your phone. If you check **Do Not Disturb**, but you *don't* check **Forward Busy Calls to** and specify a destination, then callers hear "That extension is busy. Please try again later. Goodbye."
Forward All Calls to	Forwards all calls to a destination you specify: voice mail, an extension, an AA (auto attendant), a line park, an outside number, or an operator. After you specify one of these options, also specify which extension, AA, and so on.
Forward Busy Calls to	Forwards incoming calls when your phone is busy or when you've checked **Do Not Disturb**. Select this option and then use the blue arrow to select from voice mail, an extension, an AA (auto attendant), a line park, or queue. Also specify which extension, AA, and so on. The option to place a call in queue requires that you first select **Multiple call waiting** from the **Call Waiting** options.

Option	Description
Call Waiting	**Single call waiting**–sets up single call waiting. This feature gives an alert tone (audio beep) to indicate that a call is waiting. To answer the waiting call, instead of going to the iPhone Dialer screen, do the following: 1. Tap **Dialpad** in the MaxMobile Call screen. 2. Tap the ***** key (this is the "Flash" key). 3. Tap **Dial** in the Dialpad. You are connected to the second call and the first call is put on hold. **Note:** For MaxMobile on the iPhone, using **Multiple Call Waiting** with the **Queue** option instead of **Single Call Waiting** is recommended. **Multiple call waiting**–enables a "personal queue" of multiple calls waiting. This allows the user to transfer or park the current call before picking up the next call in queue. **Live**–This feature allows callers to stay in the personal queue while the extension user is checking voice mail or operating other features. The caller will hear a ring back tone while in queue. The call will be shown as "ringing" on the MaxMobile screen.
Forward RNA Calls to	Forwards your unanswered calls to a destination you specify: **Voice Mail**, **Extension**, **AA** (auto attendant), or **Line Park**. (The number of times your phone rings before it is considered unanswered is set either by you in your MaxCommunicator or MaxAgent desktop software, if you have it, or by the system administrator.)
Default Trunk Code	Select the default trunk access code for your company's MAXCS system (usually 9). Your system administrator has this information.
Show Remote Extensions	Displays remote extension numbers in your Directory.

Errors and Troubleshooting

The following errors may be displayed as login or connectivity errors.

Error Message	Description	Solution
Login failed. Please verify extension and password are correct.	The password entered in the Settings screen is incorrect for the extension.	Correct the extension and/or password in the Settings screen.
A MaxMobile license is required. Please contact your administrator.	No MaxMobile license has been assigned to your extension.	Ask your administrator to assign a MaxMobile license to your extension.
Unable to establish a data connection to server. Please try again later.	You are not connected to MAX Communication Server.	If you try too soon to log in to MaxMobile after changing network settings, you may get this error message When you switch the phone's network setting, wait at least a minute for the new setting to take effect.
Cannot retrieve extension list . OR Cannot retrieve voice mails. OR Cannot get the operator number. OR Cannot get the system table: Line Park. Please try again later. (OR similar errors)		Make sure you have enough data bars on your phone. If you don't, try moving to a different location. OR Log out and log in again.
Timeout: Server failed to respond.		Check your settings in the Settings screen and make sure they are accurate. OR Make sure you have enough data bars on your phone. If you don't, try moving to a different location.

Error Message	Description	Solution
Cannot access voice mail list while mail box in use.	Mail box is in use by the AltiGen Voice Mail System and is temporarily unavailable.	Wait awhile, then try again.
Mail service is unavailable. Please check with your administrator.	Voice mail service is not enabled on MAX Communication Server.	Make sure voice mail service is started.
The version of MaxMobile is out of date.	The installed version of MaxMobile does not match the version of MAX Communication Server on your company's phone system server.	Reinstall MaxMobile on your iPhone so it matches the current running version of MAX Communication Server.

Index

A

activity status, setting 21
answering a call 8, 14

B

busy calls, forwarding 22
button
  Release 12
  Touch to return to call 9

C

call handling settings, changing 20
call log
  calling from 20
  capacity 20
  deleting entries 20
call log screen
  number in parentheses 19
  using 19
call pending state 16
call view screen, explained 11
call waiting, configuring 23
call, ending 15
calling
  directly 10
  out 10
  via server 10
calls, forwarding 22
conferencing a call 16
configuring login settings 3
connection
  timing out 9
  to server, ending 9
connection lost
  indication of 5
  reconnecting 5

D

default trunk code, setting 23
dial pad, using 11
directory
  calling from 13
  searching 13
  using 12
  using digits vs alpha characters 13
do not disturb, setting 22
downloading MaxMobile Communicator 3

E

ending a call 15
error messages 24
extension settings, changing 20
extensions, displaying remote 23

F

favorites screen, using 18
forwarding
  all calls 22
  busy calls 22
  RNA calls 23

H

hold
  putting a call on 12, 15
  taking a call off 15

I

installing MaxMobile Communicator 2
iPhone screen pops up 7
iPhone vs MaxMobile
  calling out restriction 10

K

keypad, dismissing 13

L

license, MaxMobile 2
listening to a call recording 17
logging in 4, 10
logging in, what happens 5
logging out 5
login erors 24
login settings, configuring 3

M

MaxMobile
  home screen 4
  how it works with iPhone 7
  icon 4
  staying in 7
MaxMobile Communicator
  main screen 7
  overview 1
  vs your office phone 1
MaxMobile license 2

O

offhook vs ready 8

R

ready vs offhook 8
recording a call 17
recording, listening to 17
red title bar 8
Release button, using 12
remote extensions, displaying 23
requirements 2
RNA calls, forwarding 23

S

settings, login, configuring 3
sleep state, iPhone 8
speaker phone, turning on/off 8, 10

T

title bar, red 8
Touch to return to call button 9
transferring a call 15
troubleshooting connectivity 24

V

voice mail
  deleting 18
  forwarding 18
  iPhone vs MaxMobile 9
  listening through speaker 18
  listening to 18
  notification 9
  returning call from 18
voice mail screen, using 17

W

Wi-Fi, enabling 2